



The Human Touch

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TOGETHER WE MAKE A DIFFERENCE



From Robin's Pen

Your Thoughts on Working At Human Services

Thank you for taking time from your hectic workdays to respond so thoughtfully to our employee survey. Nearly 50 percent of Human Services employees took the time to respond and 751 of you submitted written comments. I've read every comment from the very positive to the very negative. I expressed many times how painful it was to read this year's survey - it has been a tough year to be a state employee and a DHS employee. It is important that I and all Division and Office Directors have the opportunity to hear from you what we are doing well and what we must do to improve.

Eighty percent of you responded you're satisfied with your jobs, down from 84 percent last year. Just 37 percent of you strongly agree you're satisfied, a 10 percent decrease from last year. Overall, 65 percent of you agreed you were "as satisfied or more satisfied" with your job when compared with last year. Obviously, we need to do better in each of these areas.

The survey tells me employees in our regional offices are least likely to be satisfied with their jobs while those working at facilities and institutions are most satisfied. Regional employees also told me

Budgets are tight and all of us must make some very difficult decisions, but perhaps we have gone too far in some areas. DCFS employees should not have to do without Kleenex when their clients are in their offices or visiting rooms in tears

they don't get enough information to do their jobs, they don't get necessary training and they don't get the supplies they need. What keeps them going is coworkers who are committed to doing a good job and having supervisors who let them know what is expected of them. On the issue of resources, this has been an extremely difficult year for several of our divisions. Budgets are tight and all of us must make some very difficult decisions, but perhaps we have gone too far in some areas. DCFS employees should not have to do without Kleenex when their clients are in their offices or visiting rooms in tears.

DHS employees are truly committed to doing quality work. I see it every day and you see it too.

We also agree that the mission of Human Services makes us feel our work is important. We are making a difference in the lives of individuals and families living in Utah.

I'm pleased most of you know where to get answers to questions, problems or concerns and believe either your supervisor or someone else at work seems to care about you as individuals. For the most part your supervisors do a good job of letting you know what is expected of you and in providing leadership and direction. When you have a supervisor who doesn't care or who provides poor direction, it greatly reduces your job satisfaction and effectiveness.

The topics where written comments were most prevalent regardless of which division or office you

work for were: Pay/Compensation and Benefits; Communication; Lack of Recognition; Safety & Physical Environment; Training and Cooperation Among DHS Agencies and Other Departments. Most of the comments expressed concerns and identified areas where we need to improve. I have prepared a summary of these comments and also my thoughts in response. It went out to all employees along with a summary of the overall responses to each survey question. I encourage you to read it.

Additionally, I identified comment areas specific to each division and office and will be asking each Director to respond to them. They are too numerous to list here, but a few examples include improved ID badges in Youth Corrections; change overload and confusion in Disabilities; morale and trust issues in Child & Family Services; ORSIS and SAFE concerns in ORS, DCFS and Adult Services. Each Division/Office Director has been asked to include specific action steps in their FY'01 Management Plan (their performance plan) to address issues staff raised in the survey.

Thank you again for the hard work you do every day. You are making people's lives better. Thank you also for your dedication, your professionalism and your leadership. And thank you for finding time to respond. I really appreciate your comments.

Janice DeVore Named One of Utah's Best Employee Trainers

By B. J. Vanroosendaal, Substance Abuse

Janice DeVore from Human Services' Office of Technology was named one of Utah's top employee trainers.

The Utah State Training Consortium, an organization of professional trainers from various state agencies, recognized the state's trainers by naming a trainer of the year. Because so many excellent nominations were received, the group picked "winners" rather than one winner.

Glen Parsons, a long-time trainer for the Department of Natural Resources earned trainer of

the year honors. Runners-up are Ron Smith from the Utah State Tax Commission's Property Tax Division and DeVore.



Terry Twitchell and Robin Arnold-Williams congratulate Janice DeVore.

DeVore became a state employee in 1985 and has been training since 1988. She began her training career at the Department of Finance, where she helped develop the department's original Finet training.

DeVore, who trained more than 1,000 staff during fiscal year 1999, is widely recognized as a very talented and hard-working trainer. Anyone who has attended technology training knows how challenging teaching it can be, as technology trainers must deal with a broad range of skill levels in each class.

"Janice shows a remarkable level of patience with those who are 'beginners' and at the same time, attempts to keep class interesting and moving to keep the attention of those with some previous knowledge," said Office of Technology Director Harry Sutton.

"Janice is a very self-motivated individual. As we attempt to support current and new department standard software, Janice designs, constructs and delivers a wide variety of courses," he continued. "We roll out a new product or major upgrade approximately every six to nine months. This timetable requires Janice to learn the new product and develop training materials at the same time she is delivering current classes."

DeVore offers a wide-range of classes from Excel to Access to PowerPoint and Word 97.

How well does she do? Students consistently rate her very highly. Student evaluations consistently ranked her as a "5" on a scale of one-to-five although she received a few "4's."



Janice DeVore

The evaluations also contained many complimentary comments and "thank you's" to Janice for making what can be a very difficult subject understandable and enjoyable.

Class attendees said they are impressed that "Janice is constantly seeking to improve her training – even a training she may have given many times before."

DeVore says she structures her classes so that "everyone can learn from everyone else" as no one "knows it all" where computers are concerned. Congratulations to Janice for a much deserved award!

ORS Saves Taxpayers Many \$\$\$\$\$\$

By Joyce Allred, Office of Recovery Services

Taxpayers save millions of dollars yearly and thousands of families benefit too due to Office of Recovery Services efforts to collect unpaid child support and find people who erroneously received medical, food stamp or other public assistance benefits.

Last fiscal year was the most successful yet as

the agency collected \$111.2 million in unpaid child support, compared to \$5.6 million in fiscal year 1978. Ongoing efforts by Recovery Services continue to result in a positive return for citizens, taxpayers and the Utah Departments of Human Services and Health.

During the same period child support collections increased so markedly, the number of child support staff grew from 135 to 405 and the caseload increased from 23,000 to 77,000. Performance in the collections area increased at a rate 6.6 times higher than staff increases and 6 times more than caseload increases.

Utah ranked Number 1 among all states in the percentage of welfare assistance recovered through child support collections for seven consecutive years between federal fiscal years 1979 and 1985. Utah continues to rank among the top five states.

Other Bureau of Child Support Services accomplishments:

Paternity is only unresolved in 6.8 percent of all child support cases.

Support orders are established in 77 percent of all cases, up 5 percent from one year ago.

In cases with support orders, 61 percent have health insurance provisions, up 7 percent from last year.

At least one payment was received during the month by 50.7 percent of all child support cases with orders, up 3 percent from a year ago.

Bureau of Collections for Children in Care

Bureau collects child support for Foster Care, Youth Corrections, Services for People with Disabilities, the Developmental Center and the State Hospital. Though unrelated to child support, the section also collects personal and third-party payments for the State Hospital and Social Security payments through its Interim Assistance Reimbursement Program. Collections in fiscal year 1999 included:

Foster Care collections totaled \$1.4 million.

Youth Corrections collections totaled \$2.2 million.

Child support collections for the State Hospital, Developmental Center and Division of Services for People with Disabilities reached \$748,719. Social Security collections from the Interim

Assistance Reimbursement Program totaled \$610,960.

Bureau of Investigations & Collections

The Bureau's efforts to investigate public assistance fraud and recoup public assistance overpayments helps ensure services are provided only to those who are eligible and helps maintain the integrity of assistance programs while assisting the Department of Workforce Services in meeting federal program requirements.

The Bureau is a partner with the Departments of Workforce Services and Health, and ORS Child Support Services in administering portions of the following programs:

Public Assistance Programs like food stamps, the Family Employment Program, General Assistance, Refugee services, childcare and Medicaid.

ORS Child Support Services, including retained support and ORS check fraud.

The Bureau has 36 employees centralized in Salt Lake City but performing services statewide.

During this past fiscal year, the staff:

Opened 1,947 new investigation cases and closed 2,103 cases.

Opened 3,828 new alleged public assistance overpayment cases and retained support debts totaling \$2.8 million.

Collected \$1.7 million in overpaid public assistance and retained support debts.

Disqualified 575 people from food stamp or public assistance programs due to fraud determination.

Obtained 19 fraud convictions for overpayments totaling \$139,000.

Bureau of Medical Collections

Collected \$10.5 million and avoided costs of \$50.3 million on behalf of the Utah Medicaid program last year by deferring claims to commercial insurance programs for payment.

The Bureau also reached agreement with Intermountain Health Care - one of the state's major insurers - to perform data matches that identify Medicaid recipients with private insurance coverage.

As part of that program last year, 2,388 cases were found to have Public Employees Health Plan insurance. The Bureau also obtained permission to

electronically verify private insurance coverage with five major national insurance carriers. Further automation of work processes includes online submission of claims to private carriers for Medicaid reimbursement.

The Bureau has already recouped \$6.9 million this year, compared to \$5.9 million at this point last year, an increase of 17 percent.



ORS employee Greg Johnson, left, and brother-in-law Rual Coray give their all at kids' bowling benefit

ORS Employees Bowl for Kids' Sake

By Kathy Cooney, Office of Recovery Services

Children were the real winners, but Office of Recovery Services Employees put on quite a show at the annual Big Brothers - Big Sisters of Utah Bowl for Kids Sake in March.

ORS' team joined teams from the Departments of Workforce Services and Health. The three groups raised more than \$1,900 of the \$50,000 the event generated.

Emma Chacon, her daughter Megan, Terri Hreckosy and Greg Johnson, joined me in representing ORS. Numerous ORS employees participated by contributing to support their co-workers. Every contribution made a difference.

Terri was the ORS star with the highest score. I won't reveal the numbers here, as ORS was soundly beaten by both DWS and DOH.

The event was a great opportunity to interact with other agency staff with whom we work so closely, as well as provide a community service.



Pat Fleming named Utah Substance Abuse Director

New Director Works to Keep Kids Alcohol and Drug Free

By Carol Sisco, DHS Public Information

Human Services Director Robin Arnold-Williams named Patrick J. Fleming as Utah Division of Substance Abuse Director April 26.

Fleming has served as acting director since Leon PoVey retired in January and has been with the division for two years. His selection was made with the concurrence of the Substance Abuse Board.

"I hope to work closely with the judicial system on implementing drug courts," Fleming said. "And I'd like to continue to improve the efficiency and effectiveness of substance abuse treatment and prevention services."

Fleming and his staff also plan to work closely with Utah parents to help them keep their children alcohol and drug free.

Fleming has experience in both local and state government. He ran Utah County's Human

Services Division for six years, was with the state's Office of Family Support and spent another two years at Substance Abuse earlier in his career.

The new director has a master's degree in public administration from the University of Utah, a masters in urban and regional planning from Chicago State University and a bachelor's in sociology from Lewis University in Lockport, Illinois.

***The Human Touch* Is Back** **By Carol Sisco**

The Human Touch is back!

We're planning to continue monthly on-line publication and printed copies for those who don't have Internet access.

The Human Touch is your newsletter so let me know what you'd like to see. Do you have story ideas? Suggestions for employees we can profile? Topics you'd like us to cover?

I replaced Randy Ripplinger as the Department's public information officer and will edit the *Human Touch* and handle press issues. My background is primarily in journalism although I've spent the past seven years as public information officer at Utah Department of Environmental Quality.

Prior to that I was a social issues writer for The Salt Lake Tribune for 11 years, spent another nine years reporting for newspapers in Oregon and California and earlier earned a journalism degree from California State University in Sacramento.

I'd love to hear your ideas about the *Human Touch*. Please e-mail me at: hsadmin1.csisco@state.ut.us.

Raises Coming in June

All state employees will receive a 4-percent cost-of-living raise June 24. But some medical programs will no longer be offered and employees will pay more for others.

The cost of living raise goes to everyone, including temporary employees.

Rather than giving pay step increases, the Legislature adjusted the value of each step on the pay plan by about 4 percent. It means employees remain on the same step but earn more.

This COLA will adjust each step on the pay plan by approximately 4 percent.



All longevity employees also receive the 4 percent adjustment. Eligible DHS employees will receive an additional longevity increase.

Employees with eight years of service who have been at the maximum step of their range for one year and meet all other longevity requirements will receive a 2.75 percent increase.

Many job titles in Human Services also are included in Market Comparability Adjustments that include a one-or-two-step pay increase. MCA's are Legislatively approved increases of a job's salary range, based on a compensation survey conducted by the Department of Human Resource Management. The MCA adjustment is in addition to the cost-of-living raise. DHRM will send affected employees an official letter in July.

Although performance evaluations are not tied to this year's salary increases, the Department of Human Services still requires all employees to be evaluated in June.

On the benefits side, the Legislature funded an 8.63 percent increase in medical premiums and 3 percent in dental premiums.

PEHP eliminated their traditional medical plan because of higher medical care and prescription costs. Individuals enrolled in the traditional plan must select a new plan or they won't be covered.

Employees enrolled in PEHP's Preferred plan will pay 5 percent of total premium costs.

Participation rates are: \$12.88 per pay period for family coverage, \$9.65 for two-party coverage, and \$4.68 for single coverage. Premium costs will be paid by pre-tax dollars. Employees enrolled in Exclusive Care or Summit/Altius will not have to pay a premium.

The good news is that employees enrolled in Preferred Dental, DentalWise, or Altius Dental will not have to pay a premium. Employees can still enroll in PEHP's Traditional Dental plan.

Employees also may change medical and dental plans once during the benefit year in addition to during the traditional open enrollment time.

Additional benefit changes will be addressed at benefit fairs statewide that began April 25 and continue until June 2. You are encouraged to attend a benefit fair in your area.

All salary and benefit changes discussed are effective June 24. Salary increases will show on the paycheck received July 21.

You can access the new pay plans, MCA list, and compensation bulletin on DHRM's web page at www.dhrm.state.ut.us. Once on the home page, click on the compensation and benefits button. If you have further questions, please contact a representative in the Office of Human Resources.

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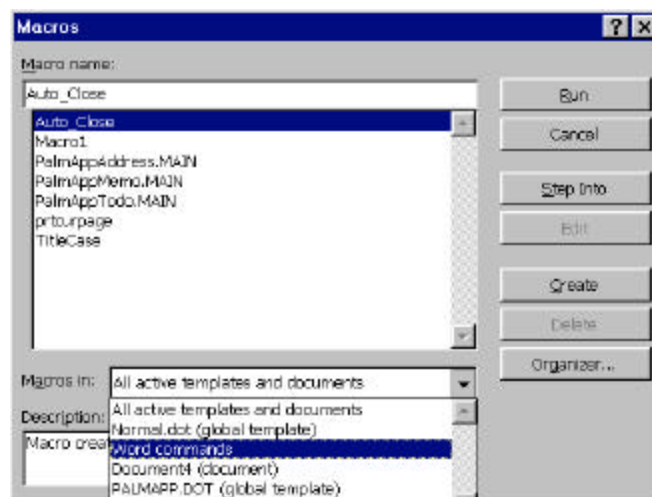
Word 97 Keyboard Shortcuts

Tech Tip by Janice DeVore

There is a way to create a table with a listing of all the keyboard shortcuts. Half the work is already done for you with the use of a Microsoft macro that resides in Word 97.

To Print A Listing of the Keyboard Shortcuts:

1. Click on **Tools, Macro**, and then select **Macros**.
2. Select **“Word commands”** in the **“Macros in:”** text box.
3. From the Macro name: list box, select the **“ListCommands”** macro.
4. Double-click on the **“ListCommands”** macro or click on **Run** to run the macro.
5. A table is automatically created. Sort the table by **KEY** and then delete the rows that have blank cells for the **Modifiers** and **KEY** columns.
6. Save the table. Now you have a listing of all the keyboard shortcuts in Word 97!



Keep Those Nominations Coming: We're Looking for a Manager of the Year

Nominations are being accepted for the Governor's Manager of the Year Award that is designed to encourage and showcase exemplary management leadership in public service.

The Department of Human Services winner will receive a \$1,500 bonus, and two other department finalists will get \$1,000 each. The department winner also competes at the state level for the Governor's award. Last year the department winner was Kay Harrison from the Office of Licensing.

Employees may nominate managers from first-line supervisors through executive directors. Forms and guidelines are available from the DHS Office of Human Resources or the Department of Human Resource Management's website at: <http://www.dhrm.state.ut.us>. Click on Miscellaneous and then Manager of the Year. Nominations are judged on leadership, decision making/problem solving, customer service, communications, culture and climate, ethics and diversity, and human resource/risk management categories.

Nominations are due May 19. They should be sent to John Mathews, Office of Human Resources, Room 427, 120 N. 200 West, Salt Lake City, UT, 84103. Nominations also may be faxed to (801) 538-4446.

State Hospital Honored for Internship Program

Congratulation to Utah State Hospital for becoming one of only seven American Psychological Association-approved Psychology Pre-Doctoral Internship sites in Utah.

"A state hospital setting provides a unique opportunity for students to gain understanding and expertise in the observation and treatment of seriously and persistently mentally ill patients," said Dr. Steven J. Chen, Hospital Director of Psychology. "The students also bring a new and interesting perspective to the hospital."

Utah State Hospital Psychology Department Internship Training Director Nancy Howes was recognized for her efforts in helping the Hospital become accredited. She served as the point person for restructuring goals and objectives in the self-study and revising the training brochure to reflect current training opportunities and requirements.

Howes developed and led the psychology discipline in a comprehensive and intensive training regarding American Psychological Association Standards on Supervision and Instruction and Pre-Doctoral Internship Training requirements. A process that normally takes 6-to-12 months was accomplished in a much shorter time.

The hospital has three full-time pre-doctoral internship positions law-related study, neuropsychology and health psychology.